

CLAIMS

We claim:

1. A method for capturing information, the
method comprising:

5 providing a service to exchange information
using digital collaboration; and
automatically capturing information exchanged
between users of the service.

10 2. The method of claim 1, wherein the
information captured includes the context in which the
information was exchanged between the users of the
service.

15 3. The method of claim 1, further comprising:
replaying at least a portion of the captured
information.

20 4. The method of claim 3, wherein the
information replayed includes the context in which the
information was exchanged between the users of the
service.

25 5. The method of claim 1, wherein the
information captured is exchanged between solution
seekers and solution providers.

30 6. The method of claim 1, wherein the
information is captured using a client computer program
installed on a client computer used by a user of the
service.

7. The method of claim 6, wherein the client computer program is an applet.

8. The method of claim 6, wherein the client
5 computer program is downloaded from a server computer onto the client computer and installed on the client computer when the user of the service begins using the service.

10 9. The method of claim 1, further comprising inserting one or more tags into the captured information.

15 10. The method of claim 9, wherein the tags are XML tags.

11. The method of claim 9, wherein the tags are inserted in an IP packet transmitted from the client computer to the server computer.

20 12. The method of claim 11, wherein the tags are inserted in a payload portion of the IP packet.

13. The method of claim 12, wherein the tags
25 indicate a type of communication used during digital collaboration.

14. The method of claim 6, further comprising capturing a source of the information captured during
30 digital collaboration.

15. The method of claim 14, wherein the source of the information captured during digital collaboration is part of the context of the digital collaboration.

5 16. A computer system for digital collaboration, the computer system comprising:

 a server computer connected to at least one client computer via a global-area computer network; and

10 a server computer program executed by the server computer, wherein the server computer further includes computer instructions for:

 providing a service for exchanging information using digital collaboration; and

15 automatically capturing information exchanged between users of the service.

20 17. The computer system of claim 16, wherein the information captured includes the context in which the information was exchanged between the users of the service.

25 18. The computer system of claim 16, wherein the server computer program further comprises computer instructions for:

 replaying at least a portion of the captured information.

30 19. The computer system of claim 18, wherein the information replayed includes the context in which the information was exchanged between the users of the service.

20. The computer system of claim 16, wherein the information captured is exchanged between solution seekers and solution providers.

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21. The computer system of claim 16, wherein the information is captured using a client computer program installed on a client computer used by a user of the service.

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22. The computer system of claim 21, wherein the client computer program is an applet.

23. The computer system of claim 21, wherein the
15 client computer program is downloaded from a server computer onto the client computer and installed on the client computer when the user of the service begins using the service.

20 24. The computer system of claim 16, wherein the client computer program further comprises computer instructions for inserting one or more tags into the captured information.

25 25. The computer system of claim 24, wherein the tags are XML tags.

26. The computer system of claim 24, wherein the tags are inserted in an IP packet transmitted from the
30 client computer to the server computer.

27. The computer system of claim 26, wherein the tags are inserted in a payload portion of the IP packet.

5 28. The computer system of claim 27, wherein the tags indicate a type of communication used during digital collaboration.

10 29. The computer system of claim 21, wherein the server computer program further comprises computer instructions for capturing a source of the information captured during digital collaboration.

15 30. The computer system of claim 29, wherein the source of the information captured during digital collaboration is part of the context of the digital collaboration.